

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2002

Division of Mental Retardation and Developmental Disabilities: Regional Centers and Habilitation Centers

### Demographics

		Total State Served <sup>a</sup>			Total Survey Returns <sup>b</sup>		
		MRDD Regional Centers/ Habilitation Centers	MRDD Regional Centers	Habilitation Centers	MRDD Regional Centers/ Habilitation Centers	MRDD Regional Centers	Habilitation Centers
<b>SEX</b>	Male	59.7%	59.6%	62.9%	55.9%	56.5%	54.3%
	Female	40.3%	40.4%	37.1%	44.1%	43.5%	45.7%
<b>RACE</b>	White	76.5%	76.5%	76.7%	79.8%	77.8%	85.0%
	Black	16.6%	16.4%	22.0%	19.7%	21.5%	15.0%
	Hispanic	0.4%	0.4%	0.3%	0.2%	0.3%	0%
	Native American	0.2%	0.2%	0.1%	0.2%	0.3%	0%
	Pacific Islander	0.2%	0.2%	0.1%	0%	0%	0%
	Alaskan	0%	0%	0%	0%	0%	0%
	Oriental	0.3%	0.3%	0.1%	0%	0%	0%
	Bi-Racial	0.6%	0.7%	0.1%	0%	0%	0%
	Other	5.1%	5.3%	0.5%	0%	0%	0%
<b>AGE</b>	0-17	47.4%	49.2%	2.7%	46.56	43.22	55.42
	18-49	41.4%	40.2%	70.0%	1.0%	1.4%	0%
	50+	11.3%	10.6%	27.3%	61.3%	71.3%	34.9%
					37.7%	27.3%	65.1%

<sup>a</sup> The demographic statistics in the columns marked Total Served are based on the number of people served April 2002 according to DMH billing records.

<sup>b</sup> The demographic statistics in the column marked Total Survey Returns are based on the survey returns.

		Regional Center Programs Survey Returns				
		Total MRDD Regional Centers	Case Management Consumers Only	Congregate Residential Consumers	In-Home Consumers	Supported Residential Consumers
<b>SEX</b>	Male	56.5%	58.6%	52.4%	57.1%	56.0%
	Female	43.5%	41.4%	47.6%	42.9%	44.0%
<b>RACE</b>	White	77.8%	71.1%	91.5%	79.1%	71.1%
	Black	21.5%	28.9%	8.5%	20.9%	24.4%
	Hispanic	0.3%	0%	0%	0%	2.2%
	Native American	0.3%	0%	0%	0%	2.2%
	Pacific Islander	0%	0%	0%	0%	0%
	Alaskan	0%	0%	0%	0%	0%
	Oriental	0%	0%	0%	0%	0%
	Bi-Racial	0%	0%	0%	0%	0%
	Other	0%	0%	0%	0%	0%
<b>AGE</b>		43.22	41.92	46.67	43.29	41.86
	0-17	1.4%	1.1%	0%	2.1%	2.0%
	18-49	71.3%	76.3%	61.5%	67.4%	79.6%
	50+	27.3%	22.6%	38.5%	30.5%	18.4%

# Sample Size

Information is based on returns from interviews conducted on a random sample of MRDD Consumers.

	Number in Selected Sample	Number of Refusals	Number unable to Comprehend	Number unable to be Contacted	Number Interviewed <sup>a</sup>	Number Unaccounted For	Percent Interviewed	Percent Contacted <sup>b</sup>
Total State Regional & Habilitation Centers	870	6	128	14	363	359	41.7%	56.4%
<b>Total State Regional Centers</b>	<b>720</b>	<b>5</b>	<b>41</b>	<b>13</b>	<b>317</b>	<b>344</b>	<b>44.0%</b>	<b>49.7%</b>
Case Management Only	277	1	5	4	102	165	36.8%	38.6%
Congregate Residential	119	0	18	3	54	44	45.4%	60.5%
In-Home	208	1	6	5	118	78	56.7%	59.6%
Supported Residential	116	3	12	1	43	57	37.1%	47.4%
<b>Total State Hab Centers</b>	<b>150</b>	<b>1</b>	<b>87</b>	<b>1</b>	<b>46</b>	<b>15</b>	<b>30.7%</b>	<b>88.7%</b>
<sup>a</sup> These numbers do not include one center.								
<sup>b</sup> This represents percentage unable to comprehend and number interviewed.								

## Services for the Deaf or Hard of Hearing

The following represents the percentage of affirmative responses by the consumer for each item.

	Total Regional Centers and Habilitation Centers	Total Regional Centers	Total Case Management	Total Congregate Residential	Total In-Home	Total Supported Residential	Total Habilitation Centers
Are you deaf or hard of hearing?	8.1%	4.5%	3.2%	6.1%	5.8%	2.4%	18.1%
If yes, do you use sign language?	11.1%	10.0%	33.3%	0%	0%	0%	15.8%
If you use sign language, did this agency use sign language without the help of an interpreter?	40.0%	0%	0%	0%	0%	0%	66.7%
If you use sign language and the staff did not sign to you, was an interpreter provided?	25.0%	0%	0%	0%	0%	0%	100.0%

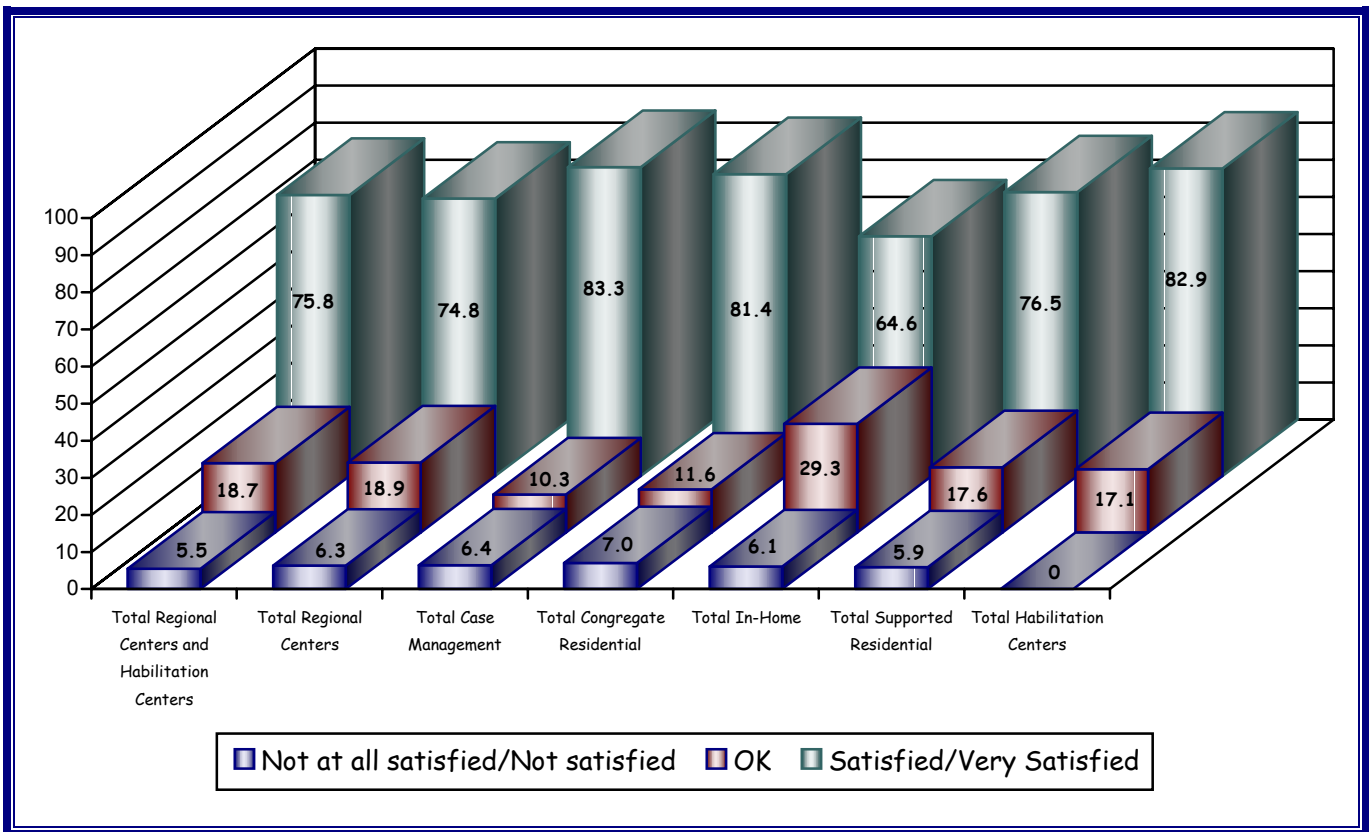
# Consumer Preferences in Living Arrangements

*The Department of Mental Health asked consumers where they preferred to live. In addition, consumers were asked what resources were needed to live in another location. These questions are particularly important in light of the Olmstead Decision.<sup>1</sup>*

	Total State Regional Centers and Habilitation Centers	Total State Regional Centers	Case Management Only	Congregate Residential	In-Home	Supported Residential	Total State Habilitation Centers
<i>Where Would you prefer to live?</i>							
Where I am now	62.6%	63.2%	59.6%	70.2%	64.9%	59.1%	57.9%
Group Home	7.3%	6.3%	6.1%	4.3%	8.8%	2.3%	15.8%
Semi-Independent	7.9%	7.9%	9.1%	8.5%	5.3%	11.4%	7.9%
Independent Apartment	8.5%	9.2%	10.1%	2.1%	9.6%	13.6%	2.6%
With Family Member	7.0%	5.9%	6.1%	8.5%	3.5%	9.1%	15.8%
Other	6.7%	7.6%	9.1%	6.4%	7.9%	4.5%	0%
<i>What resources do you need?</i>							
Financial Assistance	17.2%	20.5%	27.7%	9.3%	21.5%	18.6%	8.1%
More Mental Health Services	9.4%	10.1%	21.4%	2.7%	4.6%	10.2%	7.4%
Assistance in learning how to take care of myself	7.4%	8.2%	10.7%	8.0%	3.8%	13.6%	5.2%
Help to find and keep a job	8.0%	9.0%	8.9%	5.3%	10.8%	10.2%	5.2%
Someone to stop by and help me with things, either regularly or when I call.	11.4%	14.6%	21.4%	9.3%	10.8%	16.9%	2.2%
Someone to help me learn how to take care of my money	9.6%	11.4%	14.3%	8.0%	6.9%	20.3%	4.4%

<sup>1</sup> The Supreme Court's Olmstead Decision (Olmstead v. L.C.) requires states to administer their services, programs, and activities "in the most integrated setting appropriate to the needs of qualified individuals with disabilities."

# Overall Satisfaction with Services



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

## Some of the key findings were:

- Statewide, 75.8% of the consumers of the Division of Mental Retardation and Developmental Disabilities (MRDD) who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The highest percent of consumers "satisfied" or "very satisfied" with services was found in the Case Management program (83.3%).
- The lowest percent of satisfied consumers was in the In-Home program where 64.6% chose a "satisfied" or "very satisfied" rating.

# Satisfaction with Services

How happy are you . . .	Total State Regional Centers and Habilitation Centers	Total State Regional Centers	Case Management Only	Congregate Residential	In-Home	Supported Residential	Total State Habilitation Centers
with the people who are paid to support you?	4.51 (302)	4.48 (261)	4.48 (88)	4.53 (47)	4.43 (88)	4.53 (38)	4.71 (41)
with how much your support staff know about how to get things done?	4.40 (280)	4.36 (242)	4.33 (80)	4.61 (41)	4.33 (83)	4.26 (38)	4.63 (38)
with how staff and/or case manager keeps things about you and your life confidential?	4.53 (263)	4.51 (240)	4.47 (72)	4.64 (39)	4.44 (96)	4.64 (33)	4.74 (23)
that your plan has what you want in it?	4.38 (250)	4.32 (222)	4.41 (64)	4.41 (37)	4.14 (91)	4.60 (30)	4.86 (28)
with how the case manager and support people are doing what your plan says they should do?	4.42 (256)	4.39 (230)	4.45 (66)	4.56 (41)	4.20 (92)	4.61 (31)	4.69 (26)
that the staff respect who you are? (your family background and values; racial background; your religion)?	4.49 (280)	4.46 (246)	4.49 (78)	4.61 (41)	4.40 (93)	4.41 (34)	4.71 (34)
with the supports and services that you receive?	4.40 (289)	4.37 (254)	4.54 (78)	4.49 (43)	4.17 (99)	4.41 (34)	4.66 (35)
that the services you receive are provided in a timely manner? (R)	4.18 (240)	4.18 (240)	4.23 (73)	4.48 (42)	3.92 (93)	4.38 (32)	-
that the staff treats you with respect, courtesy, caring, & kindness? (H)	4.90 (40)	-	-	-	-	-	4.90 (40)
with your case manager? (R)	4.39 (268)	4.39 (268)	4.45 (80)	4.63 (49)	4.19 (101)	4.47 (38)	-
that where you live is clean and comfortable? (H)	4.76 (41)	-	-	-	-	-	4.76 (41)
that the meals are good, nutritious and in sufficient amounts? (H)	4.45 (40)	-	-	-	-	-	4.45 (40)
<p>The first number represents a mean rating.  Scale (How happy are you...): 1=Sad/Not happy ... 5=Happy  [Two additional responses were possible: "Do not understand" and "Does not apply to me"].  The number in parentheses represents the number responding to this item.</p> <p><i>H - Habilitation Center questions only</i>  <i>R - Regional Center questions only</i></p>							

## Some of the key findings were:

- Statewide, the people served by the Division of Mental Retardation and Developmental Disabilities reported that they were satisfied with the services they received. All service ratings were above the mean rating of 4.00 ("satisfied").
- Consumers were most satisfied with the staff treating them with respect, courtesy, caring and kindness (mean of 4.90) and least satisfied with services being provided in a timely manner (mean of 4.18).
- The Habilitation Center participants were most satisfied with services (mean rating of 4.66).

# Satisfaction with Quality of Life

How happy are you . . .	Total State Regional Center/ Habilitation Center	Total State Regional Centers	Case Management Only	Congregate Residential	In-Home	Supported Residential	Total State Habilitation Centers
with how you spend your day? <i>(R)</i>	4.25 (306)	4.25 (306)	4.25 (99)	4.40 (50)	4.17 (115)	4.33 (42)	-
with where you live? <i>(R)</i>	4.27 (307)	4.27 (307)	4.05 (99)	4.52 (50)	4.27 (115)	4.49 (43)	-
with the number of choices you get to make in your life? <i>(R)</i>	4.14 (286)	4.14 (286)	4.21 (91)	4.40 (47)	3.95 (109)	4.18 (39)	-
with the opportunities or chances you have had to make friends? <i>(R)</i>	4.17 (292)	4.17 (292)	4.30 (94)	4.35 (49)	3.87 (110)	4.49 (39)	-
with the health care you receive? <i>(R)</i>	4.50 (283)	4.50 (283)	4.52 (92)	4.50 (48)	4.43 (105)	4.63 (38)	-
with what you do during your free time? <i>(R)</i>	4.19 (294)	4.19 (294)	4.20 (93)	4.36 (50)	3.96 (110)	4.56 (41)	-
with the opportunities that you have had during the last year to do something that you are proud of? <i>(R)</i>	4.30 (231)	4.30 (231)	4.44 (75)	4.58 (43)	4.02 (88)	4.36 (25)	-
How safe do you feel ...							
in this facility? <i>(H)</i>	4.85 (40)	-	-	-	-	-	4.85 (40)
in your home/agency? <i>(R)</i>	4.45 (297)	4.45 (297)	4.54 (95)	4.54 (48)	4.31 (116)	4.53 (38)	-
in your neighborhood? <i>(R)</i>	4.27 (286)	4.27 (286)	4.37 (92)	4.43 (46)	4.04 (113)	4.54 (35)	-
<p>The first number represents a mean rating.  Scale: (How happy are you...): 1=Sad/Not happy . . . 5=Happy  Scale: (How safe do you feel...): 1=Not at all safe . . . 5=Very safe  [Two additional responses were possible: "Do not understand" and "Does not apply to me"].  The number in parentheses represents the number responding to this item.</p> <p><i>H</i> - Habilitation Center questions only  <i>R</i> - Regional Center questions only</p>							

## Some of the key findings were:

- The quality of life ratings were similar to the ratings of satisfaction with services of the Division of Mental Retardation and Development Disabilities Regional Centers and Habilitation Centers. No total State service rating fell below the mean rating of 4.00 ("satisfied") for the Division.
- The Regional Center consumers were most satisfied with their health care (mean of 4.50) and least satisfied with the amount of choices in their life (mean of 4.14).
- The Habilitation Center consumers were very satisfied with how safe they feel in their facility (mean of 4.85).

## Comparison by Gender Habilitation Center Consumers

There were no significant differences either in the satisfaction with services or quality of life ratings comparing gender.

## Comparison of Racial/Ethnic Background Habilitation Center Consumers

Analyses were conducted to determine if there were any differences between Caucasian and African American consumers. The only significant difference related to how the staff is able to get things done. Caucasians were more satisfied than African Americans in this area.

	White	Black	Significance
with how much staff know about how to get things done?	4.79 (28)	4.00 (6)	F(1,32)5.840, p=.022
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

## Comparison by Age Habilitation Center Consumers

There were no significant differences either in the satisfaction with services or quality of life ratings comparing gender.

## Comparison by Gender Regional Center Consumers

There were no significant differences either in the satisfaction with services or quality of life ratings comparing gender.



## Comparison of Racial/Ethnic Background Regional Center Consumers

Analyses were conducted to determine if there were any differences between Caucasian and African American consumers. There was only one Hispanic respondent and one Native American respondent. There were three satisfaction with services and five quality of life items that showed significant differences between the racial and ethnic backgrounds. The Caucasians felt more satisfied with safety in their neighborhood. The one Hispanic respondent was very satisfied with the significant service items.

	White	Black	Hispanic	Native American	Significance
with how much staff know about how to get things done?	4.43 (175)	4.21 (43)	5.00 (1)	1.00 (1)	F(3,216)=3.564, p=.015
that the staff respect your ethnic and cultural background?	4.52 (175)	4.43 (49)	5.00 (1)	1.00 (1)	F(3,222)=3.587, p=.015
with the supports and services that you receive?	4.40 (183)	4.49 (47)	5.00 (1)	1.00 (1)	F(3,228)=3.097, p=.028
with how you spend your day?	4.41 (217)	3.77 (60)	5.00 (1)	1.00 (1)	F(3,275)=6.803, p<.001
with where you live?	4.41 (217)	3.84 (62)	5.00 (1)	3.00 (1)	F(3,277)=3.683, p=.013
with the amount of choices you have in your life?	4.32 (203)	3.78 (59)	0 (0)	1.00 (1)	F(3,259)=4.814, p=.003
with what you do in your free time?	4.31 (207)	3.94 (62)	5.00 (1)	1.00 (1)	F(3,267)=3.416, p=.018
with how safe you feel in your neighborhood?	4.44 (201)	3.85 (61)	0 (0)	3.00 (1)	F(3,259)=4.165, p=.007
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.					

## Comparison by Age Regional Center Consumers

Analyses were conducted to determine if there were any differences between the responses of consumers by their age bracket. The people over the age of 50 had the highest mean ratings for the opportunity to make friends or to do something during the past year they were proud of.

	0-17	18-49	50+	Significance
with the opportunities or chances you have had to make friends?	1.00 (1)	4.18 (181)	4.37 (60)	F(2,239)=3.334, p=.037
with the opportunities that you have had during the last year to do something that you are proud of?	1.00 (1)	4.29 (146)	4.46 (52)	F(2,196)=4.173, p=.017
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.				

## Comparison by Current Living Situation Regional Center Consumers

Analyses were conducted to determine if there were any differences between the responses of consumers by their current living situation. Those who lived in supported living settings were the most satisfied with where they lived. Those who lived in group homes and supported living showed higher mean satisfaction ratings, while those who had Other living arrangements had the lowest satisfaction ratings on the other six significant items.

How satisfied are you...	Biological Parents	Independent	Supported Living	Group Home	Boarding Home/RCF	Other	Significance
with services being provided in a timely manner?	4.03 (37)	4.02 (55)	4.32 (53)	4.58 (38)	4.29 (28)	4.00 (8)	F(5,213)=2.397, p=.038
with how you spend your day? (c)	4.17 (46)	4.13 (69)	4.55 (66)	4.43 (49)	4.03 (39)	3.00 (9)	F(5,272)=2.997, p=.012
with where you live?	4.36 (47)	4.24 (68)	4.66 (65)	4.10 (51)	3.90 (40)	3.50 (8)	F(5,273)=2.665, p=.023
with the amount of choices you have in your life? (a,b,c,d,e)	4.10 (42)	4.19 (69)	4.29 (59)	4.36 (44)	4.28 (39)	2.50 (8)	F(5,255)=3.044, p=.011
with your general health care?	4.19 (42)	4.61 (67)	4.70 (60)	4.52 (46)	4.61 (36)	3.60 (10)	F(5,255)=2.785, p=.018
with what you do during your free time? (c)	4.05 (44)	4.13 (69)	4.59 (63)	4.32 (47)	4.11 (38)	3.00 (9)	F(5,264)=2.860, p=.016
with opportunities you have to do something you are proud of? (d)	4.03 (37)	4.23 (57)	4.51 (49)	4.69 (39)	4.41 (27)	3.00 (7)	F(5,210)=3.188, p=.009
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.  <i>Scheffe Post-Hoc significance at .05 or less</i>  (a) Interaction between Biological Parents and Other.  (b) Interaction between Independent and Other.  (c) Interaction between Supported Living and Other.  (d) Interaction between Group Home and Other  (e) Interaction between Boarding Home and Other.</p>							

## Comparison Across Programs Regional Center Consumers

Analyses were conducted to determine if there were any differences between the four types of service received (1) case management only; (2) in-home supports; (3) congregate living, and (4) supported residential. The Supported Residential consumers showed the highest mean satisfaction ratings, while those who received In-Home services showed the lowest satisfaction ratings.

How satisfied are you...	Case management	In-Home	Congregate living	Supported residential	Significance
with the opportunity you have to make friends?	4.30 (94)	3.87 (110)	4.35 (49)	4.49 (39)	F(3,288)=3.023, p=.030
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.</p>					

# MRDD Regional Center Consumers

## Subjective Responses

### What do you like best about the services you receive?

The consumers in the Division of Mental Retardation/Developmental Disabilities program mentioned many aspects of the program that they liked best. These ranged from general to specific comments. Some of the salient responses have been summarized below:

#### *Service Coordinator*

Some consumers had very positive things to say about their service coordinator. When asked what they liked best about the services received, consumers stated, *service coordinator, Case Management, Case Manager, and My service coordinator is groovy*. Other comments about service coordination were specific to the individual case worker and not so much the services received. *I like my case manager, private-confidential service coordinator, CMRC staff honest, cannot ask for better services for anyone, and my service coordinator does a good job*.

#### *Activities*

Respondents to the survey expressed an appreciation for the activities they were able to do as a part of the services they receive. *I like participating in social activities*. Other comments about activities were more specific, *I like going to ADAPT, Going shopping, going to camp and playing baseball*. Other activities that consumers stated they liked were *cooking, cleaning, and crafts*.

#### *Choices*

Several surveys had statements from consumers that indicated that what they liked best about the services they received was being able to do what they wanted to do. Statements like the following illustrate this, *Choices to do what I like to do, get to do what I want, and Pretty well free to do what I want on my own*.

#### *Staff*

One of the things that some of the consumers stated they liked best about the services they received was the staff. One individual particularly liked the fact that staff did not share private information about them with other people, *staff do not share info about me and my life*. Several other consumers stated that they liked the fact that staff were kind to them and treated them well. *Staff are kind to me and I like the way staff treat me*. One other individual stated that they like respite provider, *they are my friend*.

#### *Negative Responses*

In some cases consumers did not have a positive response. For example a few consumers responded with, *Not happy* and *nothing really* when asked about what they liked best about the services they received.

## How could the services you receive be improved?

### Services

When asked how services could be improved consumers had a number of things to suggest. Several consumers commented that they would *like better services* or *different types of services*. A couple consumers stated they wanted *more services*, and would like to have *more recreational activities* and *more choices about activities*. In one case a consumer indicated that what would improve the services they were currently receiving was for them to not get any services at all, *No support services at all - want to live totally on his own - having a job - self supporting and support from family*. Another individual stated that it had been a long time since they had even received services, *Used to get good services but haven't received any in the last 10 years*.

### Employment

Another issue raised that seemed to be an area for improvement for a number of consumers was in regard to employment. Several consumers made comments on their surveys about wanting a job, or getting a different job, or simply having more job options. Some of the comments about employment were as follows, *She would like to get a job, help me find a job, find job, more jobs, wants to go to another job, would like to get a job*, and *Life Skills is suppose to be getting job for me - But my Dad gets it for me - People at work are mean to me - (Life Skills staff won't address issue)*. A couple of the comments made by consumers about employment were specifically about the lack of work they have to do at a workshop. *D\_\_\_\_\_ expressed concerns that there isn't a lot of work at the workshop and so her checks are very small. This means she can't go do a lot of activities that she likes due to no money and more work at the workshop*.

### Residential Settings

Many of the consumers who responded to the survey expressed a desire to live independently in their own apartment. When asked what could be improved about the services they received many individuals responded with suggestions of a different place to live. Comments like the following illustrate this, *Live in my own apartment/house, Want to move from current living situation to an apartment with supports, I want to live in my own apartment some day, Find an apartment, Would like own apartment with staff to assist me* and *Sometime in the future I would like to live in my own apartment*. Other comments about residential settings also indicated that some individuals wanted more options for housing, *more housing, and more options of places to live*.

### Staff

Several consumers indicated that issues regarding staff needed improvement. Comments made by consumers in regard to staff show that there are two areas in which individuals believe improvements could enhance the services they receive. One area is to *increase staff, funding for more staff - like one on one staff, and need more staff*. Another area of concern in regard to staff was the way in which some consumers believe they are treated by staff. One individual said, *Staff talk down to us - we aren't their children - I'm an adult and can decide what I want to wear. Staff should treat me with respect. I'm no baby*. Another individual wrote the following on behalf of a consumer, *staff walked into her house without knocking or calling first. Was called retarded, became physical with her*.

### *Case Manager*

Many of the consumers who filled out surveys sited that they would like to see their case management services improved. Statements made by consumers in regard to case management centered on their individual Case Manager. Many indicated that they were frustrated with the fact that often times their Case Manager would not come to see them when they said they would, *Wish Case Manager would come when he says he will*. One other thing mentioned in regard to Case Managers was that consumers said they would like to talk to CM more often. *I want to meet more with my Case Manger*.

### *Friends*

When asked what would improve the services they received some consumers indicated that they would like to meet new people and possibly make friends. Some suggested that they would like to get out more so they could meet more people *Would like to get out more and meet more people*, while others simply stated that they wanted more friends, *I'm bored and don't have friends*. Other examples of statements made by consumers in regard to the desire to have more friends are as follows, *Have more friends, people that like me, and having more friends*.

# MRDD Habilitation Center Consumers

## Subjective Responses

### What do you like best about the services you receive?

The surveys that were received back from consumers residing in Missouri's Habilitation Centers had few responses to the open ended questions. Most of the surveys had blanks in the spaces provided for responses to the open ended questions. In other cases the words "no response" or "doesn't understand" were written in the space provided. There were a few general comments about services like, *pleased* and *meeting my needs*.

#### *Staff*

Some of the respondents to the survey did make some positive statements about staff. Comments like *staff treat me well*, *people that work with me*, and *staff that work here*, were a few of the statements made by consumers in regard to what they liked best about the services they received.

#### *Family*

*That he sees his family.*

#### *Living Arrangement*

Consumers served in the Habilitation Centers had positive things to say about their living arrangements. One individual liked how their house was cleaned. *I like the way my house is cleaned*. Other consumers simply stated that they liked their home *I like my home*. Another said *my home* when asked what they liked best about the services they received. One other individual wrote *like having my own room*.

#### *Food*

Several consumers indicated that what they liked best about the services they received at the habilitation center was the food that was prepared for them. One individual listed what they liked best about the services they received in this way, *food, good cooks, pie*. A staff member had written for one of the consumers that what he liked best was that he *likes the food*.

#### *Work*

A few of the consumers served by the Habilitation Centers stated that they liked their employment. Some of the comments in regards to work were as follows; *I like work*, *Work* and *Likes to work*.

## *Outings / Activities*

Many of the comments about the types of services individuals liked best had to do with activities and specific outings. Some of the comments just said, *outings*, or *home visits*. Other comments were a little more specific and stated specific activities like, *going to yard sales*, *likes going out to eat*, *likes yard sales - flea markets- likes talking - going out to eat*, *likes to visit others*. One individual stated that an activity they liked to do was *doing housekeeping jobs*.

## How could the services you receive be improved?

There were very few comments from consumers about what they thought could improve the services they received. In fact a few individuals stated, *happy as they are*, *no improvement needed*, and *nothing could be improved*. Some consumers did have some suggestions for how to improve the services they received. A couple of those comments had to do with staff. One individual believed that *more staff members* could improve the services they received and another thought that *more 1/1 staff* would be beneficial. One final comment came from a consumer who thought their services could be improved by being allowed to carry their own money, *would like to carry own money*.